

Validating an Existing Account on My Permits Portal

Follow the steps below to validate an existing account on the updated City of Burnaby My Permits Portal. After **April 23, 2024**, all previous My Permits Portal users must re-register their email address the first time they sign into the new Portal, using the same email associated with their existing account. If you have questions about My Permits Portal, please contact 604-570-3600 or email MyPermitsPortal@burnaby.ca.

- 1 Navigate to mypermits.burnaby.ca.
- 2 Click the **Login or Register** tile.
- 3 Click [Create an account](#).



Alternatively, you may select one of the login partner options including Google, Apple, Microsoft, or Facebook to validate your existing account if that email address matches the email address associated with your My Permits Portal account. If you select a login partner option, you will be directed to that application. Enter the same email address you use for My Permits Portal, and login using your password for the selected application. Complete the required steps to confirm your identity, then go to [Step 2: Email Address Verification](#) section in this job aid.

Step 1: Email Address

In the Email field, enter the email address associated with your existing account.	 Create an account Email
In the First name field, enter your first name.	First name
In the Last name field, enter your last name.	Last name
	Mobile phone Optional
In the Password field, specify a password.	Password
	Password requirements: • At least 8 characters • A lowercase letter • An uppercase letter • A number • No parts of your username
Click Sign Up .	Sign up Already have an account?



The password must be at least eight characters long with at least one lowercase letter, one uppercase letter and one number. The password does not need to match the password associated with your existing My Permit Portal account. If a new password is entered, going forward, use this password to access My Permit Portal.



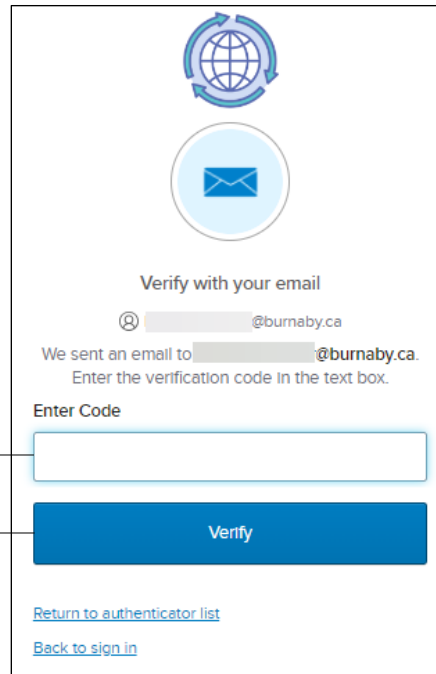
You will receive an auto-generated email from **do_not_reply@tylerportico.com** at the email address you provided.

Step 2: Email Address Verification

- 1 In your email inbox, open the **Welcome to your Community Access account** email.
- 2 Review the email, then navigate back to your web browser.

In the **Enter Code** field, enter the code sent to your email inbox.

Click **Verify**.



The image shows a web interface for email verification. At the top, there are two circular icons: the first contains a globe with a circular arrow around it, and the second contains an envelope. Below these icons, the text reads "Verify with your email". Underneath, there is a small icon of a person and a text field containing "@burnaby.ca". Below this, it says "We sent an email to [redacted]@burnaby.ca. Enter the verification code in the text box." There is a label "Enter Code" above a large, empty text input field. Below the input field is a blue button labeled "Verify". At the bottom of the form, there are two links: "Return to authenticator list" and "Back to sign in".



If you do not see the email in your email inbox, check your spam folders.

If you selected the login partner option to log in to your account, you may select email or phone to receive your verification code.